

Information Governance

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WN6 9EP

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Email: FOI@wwl.nhs.uk
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Ref: FOI2019/5195

Date Received: 1st February 2019

Response Due: 1st March 2019

7th March 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

You asked:

- Please list the number of patients per year placed on an end-of-life pathway (LCP or otherwise) or end-of-life care plan between the years 2011 - 2018.**

2011	2012	2013	2014	2014	2015	2016	2017	2018
LCP	LCP	LCP	LCP	IPOC	IPOC	IPOC	IPOC	IPOC
588	627	566	259	202	532	692	795	739

- Please detail the number and type of complaints relating to end of life care per year for the years 2011 - 2018. Please detail the nature of the complaint (e.g. poor communication, issues to do with consent, or the care itself etc) and whether the complaint was upheld.**

Please see attached table for End of Life Care Complaints. There was nothing recorded from 2011 to 2015 as it was only in 2016 that EOLC was given a specific code on the KO41a Data. We uphold all complaints as we value the information we receive and apologise for the complainants experiences.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Andrew Foster', written in a cursive style.

Andrew Foster
Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF